

Complaints

How we make it right when things go wrong

Here at OVO, we try hard to make sure we offer the best service possible to all our customers. But no-one's perfect, mistakes can happen, and if they do we'll do everything we can to fix them.

In line with the OFGEM Complaint Handling Standards, we publish the number of complaints we received that couldn't be resolved by the end of the following working day each year, so you know how well we're doing.

We believe in treating customers fairly, working hard and keeping things simple. These have been our core company values since we started in 2009, so we're really pleased that this is being brought into legislation for all energy suppliers. So let's take a closer look at the past year...

Complaints at a glance

We're really pleased that despite a growing customer base from Q2 to Q3, the number of complaints we received has actually reduced.

In fact, since October 2013 we've seen our customer numbers increase by 190%.

Despite facing a period of significant growth in such a short space of time, we've managed to keep our complaint levels at just over 2 complaints per 1000 customers.

We think it's important to hold our hands up when we've done something wrong and we've acknowledged almost all our complaints within 24 working hours.

How have we handled your complaints?

The OVO team always works hard to resolve complaints as quickly as we can, though from time to time we come across complex complaints that take a little time to resolve.

Between 1st October 2013 and 30th September 2014:

We received 4320 complaints that couldn't be resolved by the end of the following working day.

We know the main areas for complaints relate to:

- Transfers.
- Billing.
- Service.

What have we done?

Our aim is to learn from our mistakes and to stop them happening again in the future. We use your feedback to improve our service and have made many improvements to address the causes of your complaints. Over the past twelve months, these have included:

- Launching an industry leading 'Rant and Rave' system for live customer feedback and support – which has attracted unprecedented customer engagement.
- Improving our final refund process – OVO now automatically generates any refunds due within 1 working day of the final statement.
- Launching our new Pay As You Go plan which helps customers control how much energy they use, and monitor how much they're using on a regular basis
- Hiring lots of new staff to make sure we answer calls and emails as quickly as possible – in fact we've seen Customer Service Advisor team increase by 316%

- Improving the visibility of Independent Gas Transfers (IGT) on My OVO – we now confirm timescales and explain what an IGT is.
- Meter readings are an important part of every OVO customer's journey with us, so we now send automatic reading reminders, and provide confirmation on receipt along with the date and reading. This gives more control over accounts, with a more accurate view of costs and energy use.

We're not going to stop here though – OVO is always looking for ways to improve, so expect things to get even better next year.

Helping customers manage their accounts

We're committed to making sure customers' accounts don't fall behind and are happy to offer advice when needed. There's a section on our website dedicated to Energy efficiency and Energy saving tips. You can also see our blogs about this on Facebook and Twitter.

Whilst we understand Transfers continue to be the highest cause of complaints; we have made some significant changes to make our processes more efficient and recruited more team members to help work on the increased number of Transfers. We're committed to improving the process to make joining us and leaving us as smooth as possible and we aim to review our customer communications to ensure they are clear, helpful and set customer expectations accordingly.

Although we have some more work to do on this, we are really pleased that we have seen a reduced number of complaints regarding Transfers.

Putting things right

When we get things wrong that result in a financial disadvantage to our customers, we do everything we can to make sure things are put right again. We have a proven record in resolving complaints.

- 98.8% of all complaints were resolved by staff at OVO Energy.

Although we do aim to resolve all complaints ourselves, there are times when a resolution can't be reached and the Energy Ombudsman are there to ensure we are acting in the best interest of our customers to resolve complaints.

- Between October 2013 and September 2014, 115 complaints were referred to us from the Energy Ombudsman.
- 64 of those cases are now closed. 41 cases resulted in a financial award totalling £3123.94¹.

It's our fresh approach that has made us one of the fastest growing energy suppliers in the UK and we continue to learn from our mistakes. At 2.1 complaints per 1000 customers, we know that this year our complaints are higher than we'd like, so we're working hard to identify improvements with our systems, processes and service. We also know that speed is of the essence when it comes to resolving complaints, that's why our key focus is to make sure we reduce our response times however you contact us.

We need your help

Listening to our customers has helped us build the company we are today and we want to become the best we can be. So if you're an OVO customer, whatever experience you've had we want to hear about it. Drop us an email at:

hello@ovoenergy.com.

¹ Total reward over 64 closed cases was £3123.94, averages as £48.81 per case closed. 41 closed cases received an award; averages at £76.19 per case where a reward is required.

Further information

Full details of the complaints procedure can be found on our website; <http://www.ovoenergy.com/contact-us/if-you-are-unhappy/>. If you require a hard copy of our complaints process please call us on 0800 5999 440.

OVO'S complaints procedure is governed by The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, a copy of which is available from: www.OPSI.gov.uk. Printed copies of legislation and other publications can be purchased from The Stationery Office Limited (TSO) whose contact details are below.

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